

GROUP HEALTH

Cooperative of Eau Claire

PO BOX 3217 - 2503 North Hillcrest Parkway, Eau Claire, WI 54702

Phone Number: 715/552-4300 FAX Number: 715/552-3500

www.group-health.com

Type of Plan Health Maintenance Organization
 Total Number of Members 24,880
 Years of Operating Experience 28
 Total Number of Primary Care Physicians (PCPs)..... 135
 Percentage of PCPs Accepting New Patients..... 100%
 Percentage of Board Certified Specialty Care Physicians 86%
 Number of Hospitals Affiliated with Plan 16
 Number of Urgent Care Facilities..... 5
 Number of Dentists 11
 Percentage of Dentists Accepting New Patients 100%

ADDITIONAL INFORMATION

Referral/Prior Authorization Requirements	All specialty services require a written referral from a GHC primary care physician. A referral is not necessary for chiropractors or optometrists, but members must use participating providers.
Medicare Claims Procedure	Our Medicare claims process is fully automated. When you use a GHC participating provider, you do not have to submit any claims or do any paperwork.
Prescription Drug Policy	GHC uses a drug formulary containing over 600 distinct products. Drugs not listed on the formulary require prior authorization from the medical director.
Dispensing Policy	As mandated by DETF, prescriptions may be dispensed in up to a 30-day supply for one copayment. At the discretion of the physician and pharmacist, up to a three month supply may be dispensed for multiple co-payments, provided the medication is on the GHC extended supply list.
Mail Order	Mail prescription service is available at any provider pharmacy.
Disposable Diabetic Supplies Procedure	Disposable diabetic supplies should be purchased from a plan pharmacy. Members are responsible for the 20% coinsurance up to the annual maximum. Free mail-order service is available with these same payment provisions.
Outpatient Mental Health Network/Policy	No referral is required for services received from a GHC participating provider.
24-Hour Nurse Line	Our toll-free FirstCare Nurse Line (800-586-5473) is staffed 24 hours a day, 7 days a week by registered nurses to help members make decisions about going to the emergency room, urgent care, treatment at home or making an appointment with a physician.
PCP Restrictions	Members can change provider/clinic twice a year. Primary care includes: Family Practice, Pediatrics, Internal Medicine, & OB/GYN.

ADDITIONAL INFORMATION

Dental Benefits Provided	<p>GHC offers preventive dental benefits available twice a year for adults and children. Exams, cleanings, routine x-rays, sealants, and fluoride treatments are covered when received at one of the GHC providers listed below:</p> <ul style="list-style-type: none"> • Group Health Dental Clinic, 3110 Craig Road, Eau Claire Kevin Potter, DDS Gregory Strozinsky, DDS Bradley Lindstedt, DDS Jodi Slomonsky, DDS David Scott, DDS • James Haley, DDS, 712 Bay Street, Chippewa Falls • Lakeland Dental, L.L.C., 935 North Main Street, Rice Lake Richard Howenstine, DDS Charles Crisler, DDS • David Wilson, 935 North Main Street, Rice Lake David Wilson, DDS • Brian Underwood, DDS, 106 5th Ave. N., Strum • Ludvick Svoma, DDS, 106 5th Ave. N., Strum <p>All State of Wisconsin employees and their eligible dependents enrolled in the GHC healthcare plan are covered.</p>
Quality Improvement Initiatives	<ul style="list-style-type: none"> • Offer a voluntary program to help members manage their diabetes and asthma care. • Provide reminders to member regarding immunizations, mammograms, diabetes and asthma care, and cervical cancer screenings. • A live answer rate of less than 15 seconds for Member Services Representative calls.

Counties in Service Area	Hospitals in County	Major Providers in County
Barron	Lakeview Medical Center Cumberland Memorial Hospital	Marshfield Clinic (Indianhead, Lakewoods Family, Lake Country) Center Turtle Lake Medical Clinic Cumberland Medical Clinic
Chippewa	St. Joseph's Hospital Victory Medical Center	Family Health Associates Marshfield Clinic (Chippewa, Cadott, Cornell) Center Victory Medical Group Stanley Center Family Medical Clinic of Stanley
Clark		Marshfield Clinic Thorp Center Victory Medical Group (Thorp, Owen-Withee) Center
Dunn		Marshfield Clinic Menomonie Center
Eau Claire	Sacred Heart Hospital	Marshfield Clinic (Oakwood, Riverview, Eau Claire) Center Eau Claire Family Medicine Clinic Augusta Family Medicine Clinic
Rusk	Rusk County Medical Center	Marshfield Clinic (Ladysmith, Bruce) Center
Sawyer		Marshfield Clinic Radisson Center
St. Croix	Baldwin Hospital	
Trempealeau	Osseo Area Hospital	Osseo Medical Clinic